



Recognizing that the vast majority of visitors to America are here for legitimate reasons, CBP and its partners are working to improve processes for clearing—and welcoming—travelers into our country. In January, 2006 the Department of State and Department of Homeland Security embarked on a joint effort to enhance border security while streamlining security processes and facilitating travel for legitimate travelers.

The Model Ports initiative was designed to present a warmer welcome to travelers and provide a more intuitive process by improving a signage, communications and using technology to facilitate entry.

The Model Ports initiative is a collaborative effort among components within DHS, interagency government partners and key outside private and public stakeholders to end the negative perception and implement best practices for all aspects of the international arrivals process. Through the Model Ports initiative representatives from across CBP, DHS and our industry stakeholders have worked to develop and implement new and innovative solutions that address the need to facilitate passengers while still achieving CBP's mission.

Some key accomplishments include: implemented the Passenger Service Manager program; improved wait-time monitoring and reporting; improved diplomatic arrival processes and dedicated diplomatic processing lanes; holding regular stakeholder meetings to discuss shared responsibilities, goal setting and progress monitoring; implementation of audio and video technology in the queuing area of passport primary; and developed new signage that is universally recognized and easily understood by all international travelers. These accomplishments have improved the arrival process, passenger processing efficiency and showcased CBP's world class professionalism throughout the world.



Model ports include improved signage and a new video that contains practical information about the entry process. It is broadcast to arriving travelers in English, French, German, Russian, Korean, Japanese, Chinese, Arabic and Spanish.

In addition, a new “Welcome to the U.S.” brochure has been published to further explain entry requirements for international visitors.

CBP continues to work in partnership with airport authorities, airlines and the travel industry to identify ways to more efficiently move people through the entry process. This includes measuring customer satisfaction, wait times and processing times. Information on passenger wait times is available at [CBP.gov](http://CBP.gov).

CBP has implemented the Model Ports initiative in the following airports:

Washington, D.C. (Dulles)	Orlando
Houston, New York (JFK)	Detroit
Miami, Los Angeles	Boston
Newark	Las Vegas
Chicago (O'Hare)	Sanford (Fla.)
Honolulu	Seattle
San Francisco	Philadelphia
Atlanta, Dallas/Ft. Worth	San Juan
	Ft Lauderdale